

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 6,950,801 B2  
APPLICATION NO. : 09/618809  
DATED : September 27, 2005  
INVENTOR(S) : R. Brookes et al.

Page 1 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Delete the title page and substitute therefor the attached title page.

(12) **United States Patent**  
Brookes et al.

(10) Patent No.: **US 6,950,801 B2**  
(45) Date of Patent: **Sep. 27, 2005**

(54) **METHOD AND APPARATUS FOR COORDINATING SERVICES**

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(\*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 411 days.

(21) Appl. No.: 09/618,809

(22) Filed: Jul. 18, 2000

(65) **Prior Publication Data**

US 2003/0014295 A1 Jan. 16, 2003

**Related U.S. Application Data**

(60) Provisional application No. 60/146,039, filed on Jul. 28, 1999.

(51) Int. Cl.<sup>7</sup> ..... G06F 17/60

(52) U.S. Cl. .... 705/7; 705/8; 705/9

(58) Field of Search ..... 705/7, 8, 9, 10,  
705/4, 14, 1, 5; 395/202, 329; 707/660;  
380/25

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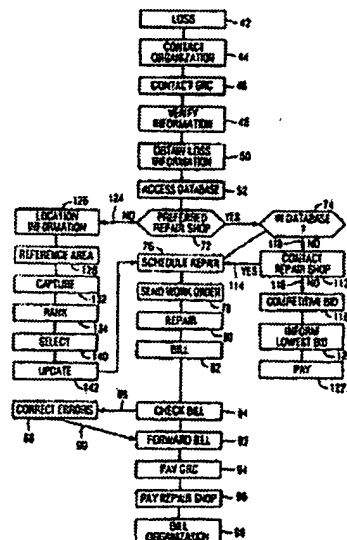
*Primary Examiner*—Romain Jeanty

(74) *Attorney, Agent, or Firm*—Dennis G. Millman

(57) **ABSTRACT**

The invention relates to a method of coordinating or arranging services, such as automotive glass repair services for the policyholders of an insurance company, and to an apparatus for practicing the method. The method includes providing a database of service providers, obtaining service need information regarding a customer, selecting at least a portion of the service providers in the database based on the service need information, ranking the selected service providers, and choosing one of the ranked service providers to perform the service.

6 Claims, 5 Drawing Sheets



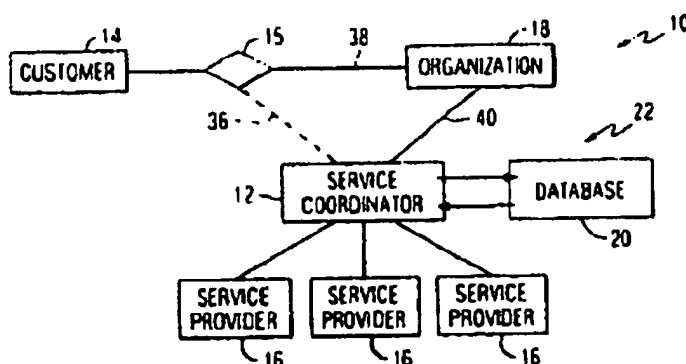
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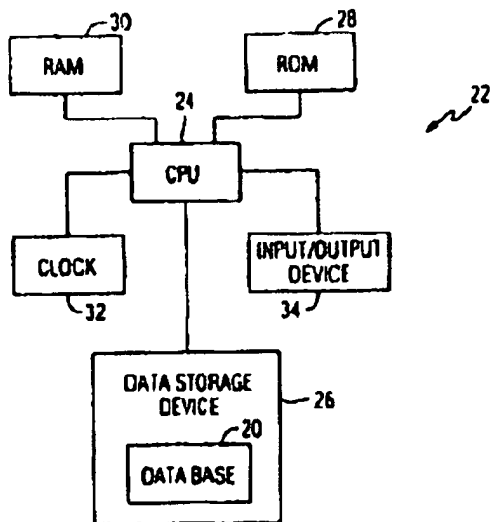
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It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Please delete old existing Drawing sheets and insert these new drawings.



**FIG. 1**



**FIG. 2**

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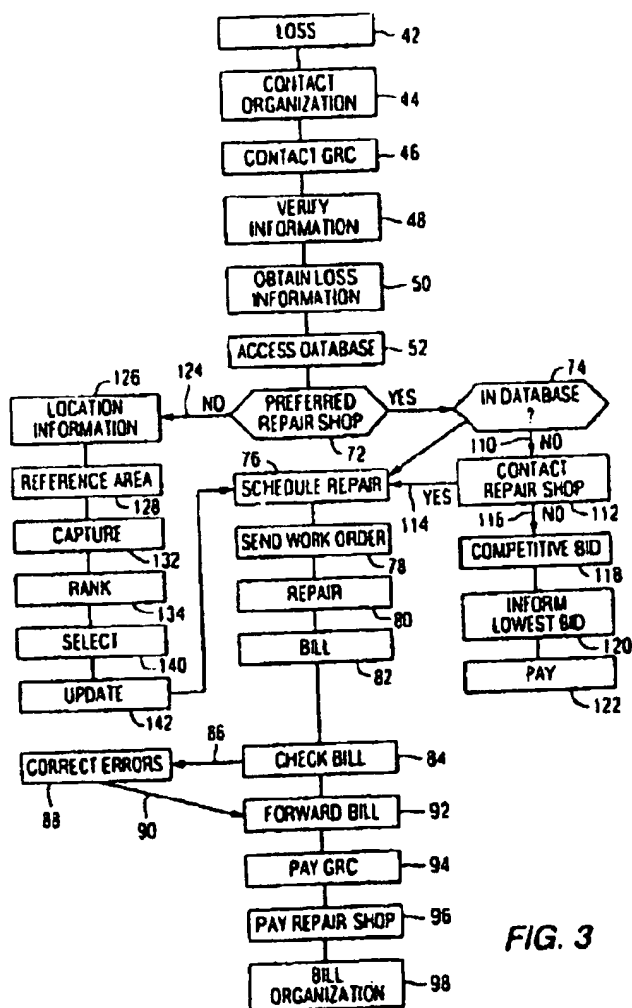


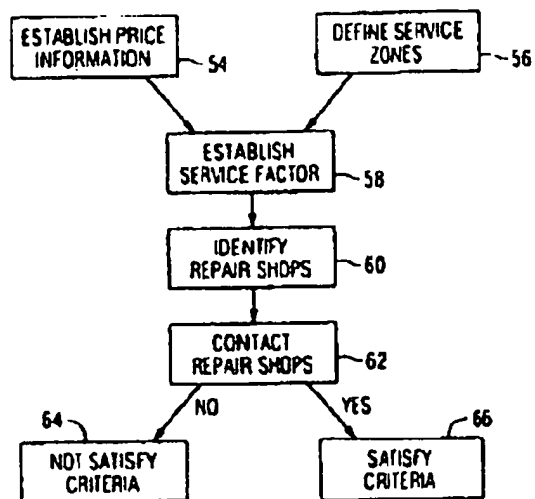
FIG. 3

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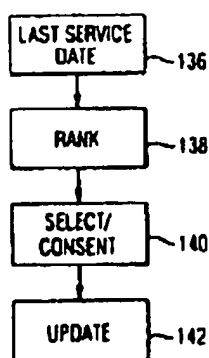
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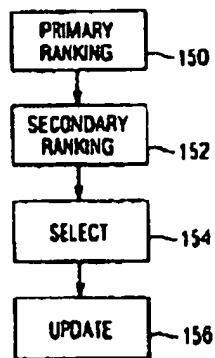
It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:



**FIG. 4**



**FIG. 5**



**FIG. 6**

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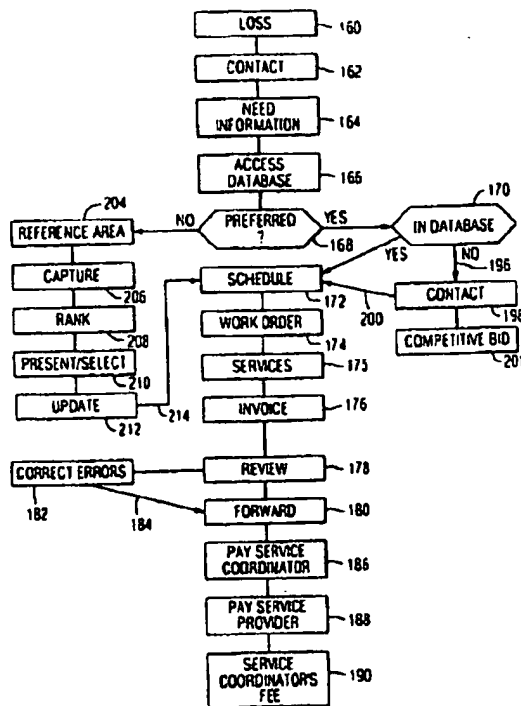


FIG. 7

This certificate supersedes the Certificate of Correction issued June 10, 2008.

Signed and Sealed this  
Fifteenth Day of July, 2008

JON W. DUDAS  
Director of the United States Patent and Trademark Office